

Appendix A – A Guide to Compensation Payments			
FAILURE TO MEET BF SERVICE STANDARDS OR POLICY/ PROCEDURE			
EXAMPLE:	Considerations / Severity	Suggested Payment:	
Department Service Failures	If we have failed to comply with our own Service Standards, Policy or Procedure compensation will be awarded per failure. Should the failure be due to a delay, an amount is awarded per day, up to a maximum. Severity level: MODERATE	Repairs 1) £5 per day up to a maximum £50 Other Service Failures 2) Up to a maximum of £100	
GENERAL GOODWILL			
EXAMPLE:	Considerations / Severity	Suggested Payment:	
Goodwill gestures	Goodwill gestures may be made on a discretionary basis in any case of severity Severity level: LOW	Distress & Inconvenience 1) Up to £50 Communication/delay in resolving complaint 2) Up to £50	
TIME & TROUBLE			
EXAMPLE:	Considerations / Severity	Suggested Payment:	
Time & Trouble	Goodwill gestures maybe made in cases of time a customer or 3 rd party has taken to resolve a situation, such as phone calls, visits, allowing for more appointments than should have been necessary. This may be in addition to inconvenience payments. As per Section 14 - No payment will be made for loss of earnings	Evidence may be required to show costs incurred, for all other time & trouble 1) Up to £100	
Failure to attend appointment	If we pre-book an appointment time with you for a visit to your home and don't attempt to contact, you to rearrange should something go wrong then this payment could be awarded to compensate for any inconvenience – service areas/ individuals will have to evidence reasonable attempts to contact the customer.	£25 failure to attend payment	

REPAIRS – loss of use		
EXAMPLE:	Considerations / Severity	Suggested Payment:
Loss of use of whole home	Severe	See Decant Policy
Loss of use of any bedroom or living room	Where a room cannot be used, the total number of rooms will be divided by the current rent. Compensation will then be paid as a percentage of habitable rooms. The resulting figure is the amount of compensation for each complete week the room is unavailable.	Main Room 1) 20% of the weekly rent after 7 days Subsequent Rooms 2) 10% of the weekly rent after 7 days
Loss of kitchen / cooking facilities	Moderate	See Decant Policy
Total loss of bathing facilities e.g. baths, showers	Moderate Staff should consider arranging/ paying for water or access to conveniences for situations difficult/timely to resolve Staff should consider decant should any situation unreasonably impact customer	30% of the weekly rent after 7 days for total loss or £10 per day for partial See Decant Policy
Loss of utilities e.g. electricity, heating and/or hot water between 1st October - 30 March. Outside of these dates, we will only consider customers with documented health conditions exacerbated by lack of heat etc.	Where a failure to complete a repair, that is Brighter Futures responsibility, within the agreed timescale, has resulted in the resident not having full use of the utilities for an unreasonable period.	Winter Months (Oct-Mar) 1) Full loss- 10 per day 2) Partial loss- 5 per day Summer Months (Apr-Sep) 3) Full loss- 10 per day (Hot Water ONLY) 4) Partial loss- 10 per day (Hot Water ONLY)

DISCRETIONARY PAYMENT		
EXAMPLE:	Considerations / Severity	Suggested Payment:
Discretionary Payment	Manager discretion may be awarded when compensation elements do not fit within the compensation framework. This is only used in exceptional circumstances when the rest of the framework does not cover the issues being considered.	Discretionary Approvals 1) Up to £100 a Service Manager 2) Up to £250 a Service Lead 3) Up to £500 a Head of Service 4) Over £500 a Director
MAKING GOOD / GOODWILL		
EXAMPLE:	Considerations / Severity	Suggested Payment:
Increased utility costs	Brighter Futures is unable to complete a repair without the use of specialist equipment over a period such as dehumidifiers, or: A customer is advised to use equipment such as a dehumidifier to resolve or remedy a repair. Or where failure to complete a known repair or complete a known repair in a timely fashion has incurred a increased use of utilities such as a water leak Customers should be asked to evidence bills before the increased use period IF probability is not obvious.	Brighter Futures will compensate for proven additional electricity used. 1) Temporary heater - £2.00 per day per heater. 2) Dehumidifier - £2.00 a day per unit Other claims will be decided based on likelihood v reasonableness
Making good decorations or belongings e.g. if they have been damaged or disturbed due to a repair or during our visit due to negligence	Where decorative damage is due to the negligence of Brighter Futures Staff or contractors, we will cover the costs of such damage, if it can be proven to be negligence or poor-quality workmanship and cost can be itemised for repair/replacement	Compensation will be determined following inspection by Brighter Futures and evidence supplied by the customer. We will also consider applying a reasonable depreciation matrix BEFORE agreeing a value.

Failure to provide a service which is subject to a service charge	We would not award a payment if reasonable alternative arrangements to cover the service have been successfully implemented, or if only part of the service has not been delivered. e.g. if only one out of three washing machines in a sheltered scheme fails to be repaired, or if one light in a scheme is not repaired but others remain working, then no compensation would be considered.	If we fail to provide a service which a customer has told us about, for which they pay a service charge, they may be entitled to receive compensation. Compensation will be the amount equivalent to the cost charged for the service they did not receive. The amount will be deducted from the next years charges, and this will be provided to all those affected and not just the complainant.

All payments to be discussed with the Complaints Officer before offer.

Please be advised that this table is a GUIDE, compensation amounts may vary based on individual circumstances, in line with our policy and guidance. This list is not exhaustive.